



**HEARING AID DISPENSERS BUREAU**  
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# **Candidate Handbook for the Hearing Aid Dispenser Written Examination**

*Issued by:*

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## GENERAL GUIDELINES AND INFORMATION

### PURPOSE OF THIS HANDBOOK

The purpose of this handbook is to provide you with specific information about the hearing aid dispensers written examination process and an overview of the content areas in which you will be examined.

A separate handbook providing detailed information about the practical examination will be provided to the candidate upon passing the written examination.

### OBJECTIVE OF THE HEARING AID DISPENSERS BUREAU

State licensing boards are mandated to protect the public by developing licensing examinations that test for minimum competency for those who wish to provide professional services to the public. These examinations require candidates to demonstrate that they possess the minimum knowledge, skills, and abilities (KSAs) that are necessary to perform safely and effectively in independent practice without supervision.

Section 3306 of the Business and Professions Code defines the practice of hearing aid dispensing as:

*" . . . those practices used for the purpose of selection and adaptation of hearing aids, including direct observation of the ear, testing of hearing in connection with the fitting and selling of hearing aids . . . , taking of earmold impressions, fitting or sale of hearing aids, and any necessary postfitting counseling."*

Examinations administered by the Hearing Aid Dispensers Bureau test candidates with regard to their knowledges, skills, and abilities necessary to perform each job task safely and competently. The written examination is designed to assess your knowledge and experience as *applied* to job activities of hearing aid dispensers *in actual practice*.

### EXAMINATION DEVELOPMENT

The Hearing Aid Dispensers Bureau written examination is developed and maintained by the test validation and development specialists from the Department of Consumer Affairs (DCA). The DCA specialists are trained to develop and analyze licensing examinations. California licensed hearing aid dispensers also participate in examination development and review workshops and are referred to as "Subject Matter Experts" (SMEs). SMEs write and review multiple-choice questions based on the examination plan, and are trained based on established examination development processes and

measurement methodologies by the DCA test development specialists. The cooperative efforts among these members of the hearing aid dispenser profession, the test development specialists, and the Hearing Aid Dispensers Bureau are important, and are necessary to achieve both the measurement and content for examination construction.

## **EXAMINATION PLAN**

The *written* examination is structured into **eight** content areas that are weighted in terms of their proportion of importance in practice:

<i>Area I</i>	Client Information and History (12%)
<i>Area II</i>	Ear Inspection (7%)
<i>Area III</i>	Audiometric Assessment (19%)
<i>Area IV</i>	Audiometric Interpretation (10%)
<i>Area V</i>	Evaluating Candidacy for Hearing Aids (16%)
<i>Area VI</i>	Selecting Physical Characteristics of Hearing Aids (12%)
<i>Area VII</i>	Evaluating New Hearing Aids (10%)
<i>Area VIII</i>	Fitting and Orientation (14%)

The examination outline (beginning on page 7) represents job tasks and KSAs that licensees are expected to know and perform at the time of licensure. Examination questions are developed **directly** from specific tasks and the KSAs associated with tasks in the examination outline.

The hearing aid dispensers written examination contains 150 questions. Twenty-five additional questions may be included as “pretest” questions. The pretest questions are presented throughout the examination and cannot be identified to candidates. The results of the pretest questions are not included in your total score.

Each of the questions is a direct question (*What, Where, Why, When*, etc.) with four choices. Only *ONE* of the four choices is the correct answer. Some questions are based upon audiograms or clinical test data related to the fitting of hearing aids.

Candidates will have a maximum of **THREE** hours to complete the examination.

## **PASSING SCORE**

The passing score is based upon minimally acceptable competence criteria that represents the skills required for entry-level practice. The passing score is established by licensed dispensers with assistance from the test development specialists from the Department of Consumer Affairs.

The actual passing score varies slightly from examination to examination depending on the difficulty of the examination. Therefore, a difficult examination will have a lower passing score than an easier examination.

## THE EXAMINATION PROCESS

### APPLYING FOR THE WRITTEN EXAMINATION

In order to apply to take the hearing aid dispensers written examination, you must be 18 years old at the time of application, complete the Hearing Aid Dispenser License Application and submit the required fees directly to the Hearing Aid Dispensers Bureau for processing prior to taking the written examination.

### COMPUTERIZED TESTING

The Department of Consumer Affairs has contracted with Experior Assessment™, LLC (Experior) of St. Paul, Minnesota to administer its written examination. Experior provides computerized examinations through its national network of testing centers. Hearing aid dispenser candidates may only test at one of Experior's ten California testing centers, located throughout the state. Other testing site locations will be added, based on anticipated statewide annual volume.

### Making an Appointment

You will receive a Notice of Eligibility from Experior after the Hearing Aid Dispensers Bureau receives and processes the written examination application and fee. The process takes approximately 4 weeks to complete. Upon the receipt of the Notice of Eligibility (first time or retake), you must arrange a time and place for taking the examination by calling Experior. Appointments are available six days per week at most centers. Schedule your test early to get your preferred site and time, preferably within 90 days from the date of your Notice of Eligibility from Experior.

### Abandonment of Application

Once you are notified that you are eligible to take the written examination, you **MUST** sit for the examination within one year. The Hearing Aid Dispensers Bureau considers your application abandoned if you fail to sit for the examination within one year of being notified of eligibility in accordance with Title 16, California Code of Regulations, Section 1399.111. In the event of abandonment, you must submit a new application packet and fee, and, meet all requirements for licensure at the time of filing.

**Reminder:** Trainees must take the written examination within the first 10 months after the trainee license is issued.

## **SPECIAL ACCOMMODATIONS**

Candidates with a physical or mental impairment that substantially limits a major life activity may be eligible for accommodations in the testing process to assure you that the tests accurately reflect skills, knowledge or abilities. “Major life activities” include walking, seeing, hearing, speaking, breathing, learning, working, caring for one’s self and performing manual tasks.

If you require special accommodations, you must submit a completed Special Accommodations Request to the Hearing Aid Dispensers Bureau. This form requires you to describe the nature of disability and its limitations related to the examination, the type of accommodation or modification, and supporting documentation. The supporting documentation must bear the name, professional title, original signature, license number, and telephone number of your physician, medical authority, or other qualified professional.

The Hearing Aid Dispensers Bureau and Experior fully comply with the Americans with Disabilities Act and will provide reasonable accommodations for candidates who request special accommodations. Reasonable accommodations are those that do not fundamentally alter the examination or results.

## **UNDERSTANDING THE EXAMINATION RESULTS**

Candidates will be provided with a pass or fail grade at the end of the examination and will given a printed Score Report. Scores will be provided to candidates who fail the examination, but will not be provided to candidates who pass the examination. The score reflects the number of points earned out of 150 points.

### **If You Pass the Examination**

Candidates who pass the written examination are eligible to take the practical examination and will be given the Candidate Handbook and Application for the Hearing Aid Dispensers Practical Examination at the Testing Center.

### **If You Fail the Examination**

Candidates who fail the written examination are eligible to retake the examination at their convenience. You will be given an application to re-take the written examination at the Testing Center or you may obtain one by calling the Hearing Aid Dispensers Bureau at 916-574-7990. The written examination application and fee must be submitted directly to the Hearing Aid Dispensers Bureau. Candidates will receive a Notice of Eligibility from Experior after the Hearing Aid Dispensers Bureau receives and processes the written re-examination application and fee. The process takes approximately 4 weeks to complete.

## **EXAMINATION SECURITY**

### **Hearing Aid Dispensers Bureau Policy**

The Hearing Aid Dispensers Bureau strictly enforces examination security. A candidate who subverts or attempts to subvert any licensing examination or the administration of a licensing examination will be prosecuted in accordance with Sections 123, 496, and 584 of the Business and Professions Code (see page 6 for a full citation).

Violations of these statutes may result in disqualification from the examination, denial of license, and/or liability for the actual damages sustained by the Bureau, not to exceed \$10,000, and costs of litigation. The provisions of Section 123, 496, and 584 prohibit candidates from:

- permitting an impersonator to take the examination on one's behalf;
- impersonating another to take the examination on that person's behalf;
- communicating examination content to any other person;
- reproducing materials or providing notes of examination content to other candidates or individuals; and
- obstructing the examination in any way.

## **BUSINESS & PROFESSIONS CODE SECTIONS REGARDING EXAMINATION SECURITY**

123. It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:
- (a) Conduct which violates the security of the examination materials; removing from the examination room any examination materials without authorization; the unauthorized reproduction by any means of any of the actual licensing examination; aiding by any means the unauthorized reproduction of any portion of the actual licensing examination; paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination; obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or using or purporting to use any examination questions or materials which were improperly removed or taken from any examination for the purpose of instructing or preparing any applicant for examination; or selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
  - (b) Communicating with any other candidate during the administration of a licensing examination; copying answers from another candidate or permitting one's answers to be copied by another candidate; having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination; or impersonating any candidate or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under the authority provided for in any other provision of law.

In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

- 123.5 Whenever any person has engaged, or is about to engage, in any acts or practices which constitute, or will constitute, a violation of Section 123, the superior court in and for the county wherein acts or practices takes place, or are about to take place, may issue an injunction, or other appropriate order, restraining such conduct on application of a board, the Attorney General or the district attorney of the county.

The proceedings under this section shall be governed by Chapter 3 (commencing with Section 525) of Title 7 of Part 2 of the Code of Civil Procedure.

The remedy provided by this section shall be in addition to, and not a limitation on, the authority provided for in any other provision of law.

496. A board may deny, suspend, revoke, or otherwise restrict a license on the ground that an applicant or licensee has violated Section 123 pertaining to subversion of licensing examination.
584. No person shall violate the security of any examination, as defined in subdivision (a) of Section 123, or impersonate, attempt to impersonate, or solicit the impersonation of, another in any examination for a license, certificate, or registration to practice as provided in this division, the Osteopathic Act, or the Chiropractic Initiative Act, or under any other law providing for the regulation of any other system or method of treating the sick or afflicted in this state.



<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser constructs an overall picture of the client's communication difficulties related to hearing based on background information.</p> <p><b>Activities:</b> Dispenser gathers information about client awareness of hearing loss, client acceptance of hearing loss, and client risk factors.</p> <p><b>Objective:</b> Dispenser formulates a plan for audiometric assessment and hearing aid fitting.</p>	<ol style="list-style-type: none"> <li>1. Obtain information about client's special needs for and mode(s) of communication to determine need for medical and/or audiological referral.</li> <li>2. Investigate client's family history of hearing loss.</li> <li>3. Investigate client's daily activities to determine how hearing loss affects lifestyle.</li> <li>4. Investigate history of acoustic trauma and/or noise exposure on hearing difficulties.</li> <li>5. Investigate history of ear surgeries, diseases and treatments.</li> <li>6. Obtain information about previous audiometric and/or impedance assessment(s).</li> <li>7. Investigate client's history of otological symptoms to determine need for medical referral.</li> <li>8. Obtain information about incidence and duration of childhood illnesses.</li> <li>9. Observe client's state of fatigue or inattention during interview to evaluate validity of information obtained.</li> <li>10. Obtain information regarding client's past experiences with amplification.</li> <li>11. Investigate client's past use of prescription and nonprescription drugs to determine need for referral.</li> <li>12. Obtain information from family members regarding their concerns about client's hearing difficulties.</li> </ol>	<ul style="list-style-type: none"> <li>• Knowledge of behavioral indicators of client's lifestyle that suggest existence of hearing loss.</li> <li>• Ability to differentiate states of fatigue/inattentiveness from hearing difficulties.</li> <li>• Ability to differentiate effective from ineffective fittings for experienced hearing aid users.</li> <li>• Knowledge of inherited health conditions that contribute to hearing loss.</li> <li>• Knowledge of effects of childhood illness on hearing.</li> <li>• Knowledge of risk factors associated with prenatal, perinatal, and postnatal health conditions.</li> <li>• Knowledge of effects of hearing loss on client's ability to communicate to others.</li> <li>• Knowledge of acquired health conditions that contribute to hearing loss.</li> <li>• Knowledge of characteristics of hearing losses caused by trauma or exposure.</li> <li>• Knowledge of Food and Drug Administration regulations regarding symptoms requiring medical referral.</li> <li>• Knowledge of anatomical changes to ear resulting from ear surgeries.</li> <li>• Knowledge of pathology of the ear pertaining to hearing aid dispensing.</li> <li>• Knowledge of ototoxic drugs and their potential effect on hearing.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser assesses the structure and health status of the external ear.</p> <p><b>Activities:</b> Dispenser inspects the external ear's overall structure and ear canal for health conditions and structural factors affecting the fitting of hearing aids.</p> <p><b>Objective:</b> Dispenser determines the need for medical referral and feasibility of audiometric testing.</p>	<p>13. Evaluate external ear for signs of infection, disease, or blockage to determine need for medical referral.</p> <p>14. Evaluate external ear to determine if ear canal will collapse under pressure of earphones.</p> <p>15. Evaluate external ear for deformities and irregularities to determine factors that influence hearing aid fitting.</p> <p>16. Inspect ear canal prior to ear impression to determine size, length, and direction of ear canal.</p> <p>17. Inspect ear for presence of middle ear ventilating tubes.</p>	<ul style="list-style-type: none"> <li>• Knowledge of types of health conditions of external ear requiring medical referral.</li> <li>• Knowledge of federal regulations pertaining to contraindications for fitting of hearing aids.</li> <li>• Knowledge of anatomy and physiology of ear relevant to fitting of hearing aids.</li> <li>• Knowledge of procedures to visually inspect external ear.</li> <li>• Knowledge of methods to evaluate physical condition of external ear relevant to fitting of hearing aids.</li> <li>• Knowledge of effects of ventilating tubes on audiometric measurements.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser constructs a profile of client's hearing with audiometric tests.</p> <p><b>Activities:</b> Dispenser measures characteristics of client's hearing with pure tone and speech audiometric tests.</p> <p><b>Objective:</b> Dispenser determines the presence of a hearing loss.</p>	<ol style="list-style-type: none"> <li>18. Identify client's better-hearing ear to begin testing.</li> <li>19. Establish unmasked pure tone air conduction thresholds.</li> <li>20. Establish unmasked pure tone bone conduction thresholds.</li> <li>21. Determine need for masking by comparing pure tone air conduction and pure tone bone thresholds between ears.</li> <li>22. Establish unmasked speech reception threshold for spondaic words/Spondees.</li> <li>23. Determine need for masking of speech reception thresholds.</li> <li>24. Establish masked speech reception thresholds.</li> <li>25. Determine unmasked speech discrimination score.</li> <li>26. Determine need for masking for speech discrimination score.</li> <li>27. Determine masked speech discrimination score.</li> <li>28. Establish most comfortable listening level for speech and/or pure tones.</li> <li>29. Determine validity of test results by comparing speech reception threshold to pure tone air and pure tone bone conduction thresholds.</li> <li>30. Evaluate test results to determine presence of collapsed ear canals.</li> <li>31. Establish tolerance level for speech and/or pure tones.</li> <li>32. Perform physical and listening check of audiometric equipment.</li> </ol>	<ul style="list-style-type: none"> <li>· Knowledge of methods for pure tone audiometry.</li> <li>· Knowledge of methods for speech audiometry.</li> <li>· Knowledge of purposes of different audiometric tests.</li> <li>· Knowledge of behavioral indicators of functional hearing loss.</li> <li>· Knowledge of principles of masking.</li> <li>· Knowledge of procedures to establish dynamic range of hearing.</li> <li>· Knowledge of methods for applying masking.</li> <li>· Knowledge of effects of ear pathologies on audiometric testing.</li> <li>· Knowledge of methods to determine lateralization.</li> <li>· Knowledge of special procedures for testing clients with collapsing ear canals.</li> <li>· Knowledge of basic operation and troubleshooting of audiometric equipment.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser evaluates client's hearing loss based on audiometric test results.</p> <p><b>Activities:</b> Dispenser determines the severity, type, and configuration of the hearing loss from the audiometric test results.</p> <p><b>Objective:</b> Dispenser explains test results in terms of how lifestyle and communication are affected by hearing loss to client.</p>	<p>33. Explain effects of hearing loss on lifestyle to client.</p> <p>34. Determine degree, type and configuration of hearing loss from audiometric results.</p> <p>35. Explain relationship between audiogram and speech discrimination to client.</p> <p>36. Compare current audiogram to previous audiometric test results to identify similarities and differences.</p> <p>37. Compare previous tympanometric results with degree, type, and configuration of current hearing loss.</p> <p>38. Determine need for medical referral based on audiometric results.</p> <p>39. Determine need for audiological referral based on audiometric results.</p> <p>40. Determine reliability and validity of audiometric results.</p>	<ul style="list-style-type: none"> <li>• Knowledge of relationship between speech spectrum and hearing.</li> <li>• Ability to communicate results of audiometric tests in a nontechnical way.</li> <li>• Ability to identify speech spectrum on audiograms.</li> <li>• Knowledge of audiometric indicators of specific types, degrees, and configurations of hearing loss.</li> <li>• Knowledge of state and federal regulations regarding audiometric results requiring medical and/or audiological referral.</li> <li>• Knowledge of tympanograms relevant to fitting of hearing aids.</li> <li>• Knowledge of behavioral and audiometric indicators of valid and reliable test results.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser evaluates client's capacity to benefit from hearing aids.</p> <p><b>Activities:</b> Dispenser questions client about expectations for improvement with hearing aids.</p> <p><b>Objective:</b> Dispenser determines if client will benefit from use of hearing aids.</p>	<ol style="list-style-type: none"> <li>41 Determine need for monaural vs. binaural hearing aids based on client's hearing loss and physical limitations.</li> <li>42 Investigate client's attitudes and expectations towards amplification.</li> <li>43 Evaluate client's expectations for benefits and limitations of hearing aids.</li> <li>44 Describe benefits and limitations of hearing aids to client based on dispenser's evaluation of client expectations.</li> <li>45 Determine client's candidacy for specialized options or circuits based on client's hearing loss and physical limitations.</li> <li>46 Describe to client advantages of specialized circuits of hearing aids by contrasting features of different types and styles of hearing aids that improve specific aspects of client's hearing loss.</li> <li>47 Describe advantages and disadvantages of different options and circuits of hearing aids to client based on client's hearing loss and physical limitations.</li> <li>48 Determine need to replace previous hearing aids based on effectiveness of previous fitting.</li> <li>49 Determine need to repair previous hearing aids based on effectiveness of previous fitting.</li> <li>50 Determine need to adjust/modify previous hearing aid fittings based on effectiveness of previous fitting.</li> <li>51 Discuss options to replace, repair, or adjust/modify previous hearing aids based on effectiveness of previous fitting with client.</li> </ol>	<ul style="list-style-type: none"> <li>• Knowledge of effects of monaural vs. binaural hearing aids.</li> <li>• Ability to evaluate client's expectations of and motivations for hearing aid use.</li> <li>• Knowledge of effects of different degrees, types, and configurations of hearing loss on physical and electroacoustic properties of hearing aids.</li> <li>• Ability to evaluate effectiveness of hearing aid fittings from another dispenser.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser selects circuitry and acoustic options for hearing aids that meet client's physical needs and hearing loss.</p> <p><b>Activities:</b> Dispenser considers severity, type, and configuration of client's hearing loss with physical characteristics of client's ear.</p> <p><b>Objective:</b> Dispenser formulates specifications for hearing aids.</p>	<p>52 Select gain of hearing aids based on client's audiogram.</p> <p>53 Select frequency response of hearing aids based on client's audiogram.</p> <p>54 Select maximum output of hearing aids based on client's tolerance level.</p> <p>55 Select styles of hearing aids based on client's history, lifestyle and audiogram.</p> <p>56 Select earmold/hearing aids based on client's history, lifestyle, and audiogram.</p> <p>57 Select dispenser-controlled options on hearing aids based on client's history and lifestyle.</p> <p>58 Select nonadjustable options on hearing aids based on client's history, lifestyle, ear characteristics and audiogram.</p> <p>59 Select user-controllable options on hearing aids based on client's history, lifestyle, ear characteristics, and audiogram.</p>	<ul style="list-style-type: none"> <li>• Knowledge of procedures to select electroacoustic characteristics of hearing aids.</li> <li>• Ability to evaluate client's hearing needs from audiometric test results, physical examination, and client history.</li> <li>• Knowledge of different measurement scales of sound intensity.</li> <li>• Knowledge of current hearing aid technologies pertaining to the fitting of hearing aids, e. g., noise reduction circuits, programmable aids, etc.</li> <li>• Knowledge of federal standards for safe levels of maximum output for hearing aids.</li> <li>• Ability to evaluate effectiveness of different styles of hearing aids and earmolds for a given client.</li> <li>• Knowledge of procedures to fit specific hearing aid technologies with specific types of hearing losses, e. g., noise reduction circuits, programmable aids, etc.</li> <li>• Knowledge of effects of earmold/hearing aid options on hearing aid acoustics.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser assesses electroacoustic performance and physical characteristics of hearing aids.</p> <p><b>Activities:</b> Dispenser evaluates performance of hearing aids by electroacoustic, physical inspection, and listening tests.</p> <p><b>Objective:</b> Dispenser determines if new hearing aids meet manufacturer and dispenser specifications.</p>	<p>60 Measure gain of hearing aids with electroacoustic tests.</p> <p>61 Measure total harmonic distortion of hearing aids with electroacoustic tests.</p> <p>62 Measure sound saturation pressure level of hearing aids with electroacoustic tests.</p> <p>63 Evaluate function of telephone coil of hearing aids by listening check.</p> <p>64 Measure amount of internal noise of the hearing aids with electroacoustic tests.</p> <p>65 Determine frequency response of hearing aids with electroacoustic tests.</p> <p>66 Evaluate intermittency, distortion, and linearity of volume control by listening check.</p> <p>67 Evaluate hearing aids for internal feedback by listening check.</p> <p>68 Evaluate accuracy of finished order by comparing physical features of hearing aids to features specified on order.</p> <p>69 Examine surface of earmold/hearing for damage, rough areas, or sharp areas.</p>	<ul style="list-style-type: none"> <li>• Knowledge of standards for hearing aid performance of the American National Standards Institute (ANSI).</li> <li>• Knowledge of federal regulations pertaining to electroacoustic performance of hearing aids.</li> <li>• Knowledge of procedures to assess electroacoustic performance of hearing aids.</li> <li>• Knowledge of physics of sound relevant to hearing aid performance.</li> <li>• Knowledge of listening procedures for evaluating hearing aid performance.</li> <li>• Knowledge of factors that contribute to feedback.</li> <li>• Knowledge of procedures for identifying causes of feedback in hearing aids.</li> <li>• Ability to identify physical defects of hearing aids.</li> </ul>

<i>Description</i>	<i>Job Tasks</i>	<i>Associated Knowledges (KSA)</i>
<p><b>Summary:</b> Dispenser evaluates functional improvement of client's hearing.</p> <p><b>Activities:</b> Dispenser assesses client's aided performance, adjusts settings of hearing aids, and assists client use of hearing aids.</p> <p><b>Objective:</b> Dispenser determines appropriateness of fitting.</p>	<p>70 Discuss legal obligations between client and dispenser by reviewing policies pertaining to refund, replacement, and adjustment of hearing aids.</p> <p>71 Set acoustic characteristics of hearing aids based on client's hearing needs.</p> <p>72 Assess amount of functional gain in sound field for client by evaluating aided and unaided audiometric thresholds in quiet.</p> <p>73 Assess word understanding by evaluating aided and unaided speech discrimination scores in a sound field with noise.</p> <p>74 Instruct client about care, use, and disposal of batteries.</p> <p>75 Instruct client to maintain physical condition of hearing aids by providing specific daily care guidelines.</p> <p>76 Evaluate client's ability to manipulate movable parts of hearing aids.</p> <p>77 Instruct client to improve conditions for more effective listening in different listening environments.</p> <p>78 Establish realistic expectations for hearing aid use in different listening environments.</p> <p>79 Instruct client and significant other in strategies for maximizing communication in different listening environments.</p> <p>80 Demonstrate hearing improvement by asking client to listen to speech or noise with and without the assistance of new hearing aids.</p> <p>81 Establish expectations for continuing care and maintenance of hearing aids by devising a schedule for postfitting care.</p>	<ul style="list-style-type: none"> <li>• Knowledge of state regulations as applied to the legal obligations for sale and fitting of hearing aids.</li> <li>• Knowledge of real ear measurement procedures.</li> <li>• Knowledge of modifications of hearing aids affecting acoustics of sound.</li> <li>• Knowledge of procedures to measure understanding of speech in a sound field.</li> <li>• Knowledge of procedures to measure comprehension of speech.</li> <li>• Knowledge of adjustment experiences of new hearing aid users.</li> <li>• Knowledge of principles of operation and function of hearing aids.</li> <li>• Knowledge of characteristics of hearing aid batteries.</li> <li>• Knowledge of techniques to maintain hearing aids.</li> <li>• Knowledge of behavioral indicators of successful hearing aid use.</li> <li>• Knowledge of strategies for maximizing communication in different listening environments.</li> <li>• Knowledge of psychological and social factors influencing hearing aid use.</li> <li>• Knowledge of client perceptions of aided hearing.</li> </ul>



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Reference books are available from:

Allyn & Bacon ([www.ablongman.com](http://www.ablongman.com))  
75 Arlington Street, Suite 300  
Boston, MA 02116  
(800) 278-0325

William & Wilkins ([www.wwilkins.com](http://www.wwilkins.com))  
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